



Clarifying Your Values as a Bystander

- In what situations do you feel moved to intervene? Why are you motivated to help someone else?
- What level of personal risk are you willing to take? How does that vary based on how well you know the person or situation? When are you willing to make an assumption and intervene when you may not have all the facts?
- What skills do you have to maintain your safety and the safety of the person being targeted? What can you do to prevent making the situation worse?
- How will you ensure that the person really wants your help?

Steps for Intervention

- Breathe
- Assess your own adrenaline. Are you able to think clearly under stress?
- Identify your action
- Ensure the person consents to your help
- Intervene
- Assess your intervention



STEPS FOR HAVING A CHALLENGING CONVERSATION

- Breathe
- Identify the behavior—what is the problem?
- Say what you want or what the group expects
- Appeal to shared values
- Communicate strength with body language
- Maintain physical distance— both for your safety and to avoid overwhelming the other person
- Assess the response
- Contract for next step
- Agree on a later conversation or action
- End the conversation if it is no longer useful or safe



Strategies for Responses to Challenging Conversations

RESPONSE	STRATEGY
Minimizing	Maintain conviction & communicate clearly about why the issue is important.
Shifting Focus	Bring focus back to the issue you've raised, be willing to discuss other issues at another time.
Getting Defensive	Avoid apologizing or letting the person off the hook because they're getting defensive, Stay calm, reiterate boundary. If you're not getting anywhere, end the conversation.
Insulting/Mocking	Stay calm, don't trade insults, and stay focused on the issue. Advocate for yourself, don't let the insults go. If you're not getting anywhere, end the conversation.
Threatening or Physically Unsafe	Get distance, set a strong verbal boundary. Get out of the situation. If no other option is available and the person physically assaults you, use physical self-defense.